

# TEAM OPERATIONS MANAGER - VOLUNTARY ROLE RECRUITMENT PACK



## Who We Are

Some space. A ball. Your mates. A game.  
Your team. A competition. Maybe a trophy or two.  
Work hard. Develop skills. Get selected. Represent your nation.  
Volunteer time. Pick up a whistle. Make a difference.  
We are England Touch. Pick up a ball and play!

The England Touch Association (ETA) is a National Governing Body (NGB) for the sport of Touch (also referred to as Touch Rugby or Touch Football) in England. We are Sport England recognised and affiliated to the global governing body of Touch, the Federation of International Touch (FIT). The ETA has evolved from a committee of volunteers into a not-for-profit company limited by guarantee with an accountable board of Directors, a Senior Executive, a developing paid workforce of employees and an extremely loyal base of volunteers.

## Our Vision

**Our Purpose** is to govern the sport of Touch.

**Our Vision** is to grow a more accessible, inclusive and enjoyable game, which delivers positive outcomes for physical, mental and social well-being.

**Our Vision** is achieved by:

- Growing the Game (increasing participation in playing, coaching, refereeing and volunteering)
- Developing the Sport (governing and developing participation from grassroots to elite level)
- Evolving as an organisation (expanding our infrastructure with a strong focus on Equity, Diversity and Inclusivity, as well as ensuring that Sustainability is also at the forefront of our thinking)

**Our Vision** is delivered through:

- Education (schools, colleges, universities and our educational courses and qualifications)
- Clubs (supporting club activity and engagement at all levels within our game)
- Competition (creating inclusive, diverse and accessible offers across wide ranging demographics)

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## Why Do We Need You?

The Team Operations Manager is a crucial role in England Touch.

They support our national squads, taking on logistics, administration, communications and player management tasks. They are enthusiastic, organised, and patient - and work with central logistics, performance support services and all coaching staff to create an environment in which our athletes can perform their best.

In summary, an England National Squad Team Operations Manager will:

- Be responsible for the organisation and administration of their allocated team from pre-tournament preparation through to post-tournament wrap up meeting; and
- Work within a matrix management environment with the England High Performance team (specifically Head of Performance Logistics), with a dotted line management to the Head Coach of their respective national team

## Role Details

Department	Performance & Pathways
Supported by	Head of Performance Logistics
Supporting	<p>This role has no line management responsibilities - but has dotted reporting lines into the Tour Manager for that tour (or the Divisional Logistics Lead), and the team's Head Coach.</p> <p>They will also have key relationships with the Safeguarding Lead (for teams with U18 players), the nominated Performance Support Services Lead for the tour - and with the physio, performance psychologist and any other staff allocated to support the team.</p>
Hours	No more than 5/week, plus training camps and squad tours.
Key Activity Periods	<p><b>January - April:</b> Planning season, domestic camps, ordering kit &amp; equipment.</p> <p><b>May - August:</b> Tournament season (e.g. Home Nations, Euros, World Cup).</p> <p><b>September - November:</b> Debrief, reporting and reviews / appraisals.</p> <p>The expected performance dates are added to this recruitment pack as Appendix A</p>
Contract Type	Volunteer and part time for the length of the campaign (i.e. for one month after the tour, allowing for review periods)
Location	Work from home and various other locations as required (pre-approved expenses will be reimbursed upon completion of the standard expenses form to Finance)

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## What You'll Do

1. Campaign and Tour Logistics
  - a. Be the lead on all team operational matters, collaborating with the wider logistics team (including other Team Operations Managers) to ensure the campaign runs smoothly.
  - b. Work with the Head of Performance Logistics to ensure that arrangements are in place for registration, transport, accommodation, facilities, kit, food, laundry, etc.
  - c. Attend meetings and workshops, as required.
  - d. Develop and coordinate a team schedule for the tournament, collaborating with the Head Coach / Tour Manager.
2. Communication and team work
  - a. Be the primary point of contact for the team on operational and management aspects:
    - i. Communicating messages from the performance leadership team to all athletes throughout the campaign - and especially during tournaments
    - ii. Working with the Head of Performance Logistics and other ETA staff to ensure athlete information is available accurately and within deadlines.
  - b. Support England Touch to chase and track athletes' personal payments, passing on information about deadlines to ensure payments are paid on time.
  - c. Build strong relationships within the team and across the wider England Touch community, and use these relationships to deliver for the team and for the wider performance touring team.
  - d. *Where required - ensure young athlete's Next Of Kin (NOK) is informed about team logistics and timetables, and in particular making sure any individual's health, safety or wellbeing information is available to their NOK in a timely manner.*
3. Squad Culture and Wellbeing
  - a. Support the Head Coach (and Assistant Coaches) to:
    - i. Create a culture that ensures the physical, emotional and psychological wellbeing of athletes in their care, building a safe and supportive environment, and engaging the support services team where necessary.
    - ii. Establish a positive and supportive high-performance environment for their team (staff and athletes), setting / agreeing on team goals, values, behaviours and expectations.
  - b. Support coaching staff to deliver their objectives (including team building exercises) off or on pitch.
  - c. Abide by and promote England Touch's Values of inclusivity, transparency, ambition, unity and respect
  - d. *Where required - understand and comply with England Touch's Safeguarding policies, to ensure protection of youth athletes in the team.*

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## Who You Are

### Essential Qualifications / Skills / Experience:

- Demonstrable team management experience, delivering within pressurised environments with multiple stakeholders.
- Excellent organisation, time management and communication skills.
- Project Management skills - able to manage a number of deadlines with tight (and at times immovable) deadlines.
- Ability to work with a range of stakeholders: Team Head and Assistant coaches, Performance Logistics and Support Teams (incl physio, psychology, S&C) and the central ETA workforce.
- Ability to engage and understand your audience and act with diplomacy (including ability to communicate messages from management in a professional manner).
- *Where required - clean, Enhanced DBS check (for squads with youth athletes)*

### Desirable:

- Previous elite sporting team management experience - touch (at international, or England Nationals or NTS level) is preferable, but other sports would be beneficial.

### Attributes:

- Ability to trouble shoot, adapt and problem solve on the run.
- Ability to stay calm under pressure, and continue to work effectively and communicate clearly.
- Ability to deliver through others.
- Commitment to the ETA's values: inclusivity, transparency, ambition, unity and respect.



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### What Can We Offer You

- Opportunity to utilise and develop your portfolio of skills and experience.
- Gain valuable hands-on experience in an NGB, which is also a sporting not-for-profit organisation.
- Training and development opportunities (induction, role-specific training, workforce development training, internal IT systems training, CPD courses and conferences).
- *#OneEngland* Workforce Induction Pack, on-boarding session with Line Manager and access to an ETA email address and shared Google Drive.
- Inclusion in the *#OneEngland* Workforce Recognition Scheme (as agreed by the sub-committee of the Board).
- Membership of the ETA (including access to discounts, savings and offers (e.g. AON Plus Scheme): <https://www.englandtouch.org.uk/play/membership/benefits/>
- One England Workforce Kit Allowance

### Our Commitment to Equity, Diversity & Inclusion

At England Touch, everyone is welcome!

You don't have to be sporty to be part of our community. What matters to us is that we have talented, enthusiastic and experienced people working with us who can help deliver our strategic outcomes.

Our dedication to inclusivity means that we actively welcome and support differences regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity.

We recognise that the diversity of our people is a source of strength and are taking positive steps to ensure that everyone involved in our game can bring their full selves, own unique experiences and perspectives. Together we can ensure that England Touch remains a welcoming and inclusive community for all!

If you need reasonable adjustments made to the recruitment process, please mention this during your application so we can advise and support you.

Note: All employees and volunteers hold a duty and commitment to observing ETA's [Equality, Diversity & Inclusion Policy](#) and procedures at all times.

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## Our Values

We are Inclusive	We are Transparent	We are Ambitious
We are committed to making our sport accessible to all by actively promoting and providing opportunities for widespread participation	Transparency underpins our sport. We prioritise openness, ethics and the highest standards on and off the field, through honesty, integrity and fair play	We are driven to succeed in our sport. We will not limit our goals or imagination and aim for ambitious goals, pushing boundaries ourselves and the game
We are United	We are Respectful	We are England Touch 

## Ready to apply?

Our 2026 campaign has started, and to ensure our teams are supported we will appoint the right people as and when they are available.

We invite all people interested in this opportunity to complete the [application form](#).

*If you are currently training with a squad (and your availability depends on selection) you can use this form to let us know.*

Once you have submitted your application, we will review the details and discuss with the relevant Head Coach(s).

- Where possible we will confirm appointments immediately
- Where people are conditionally (or not yet) available, we will review regularly.

**Please do not delay in submitting your application as you may miss out on this opportunity.**

If you have any questions about this role or the application process, please email Crystal Ravenscroft, Head of Organisational Development ([crystal.ravenscroft@englandtouch.org.uk](mailto:crystal.ravenscroft@englandtouch.org.uk)).

### England Touch Association:

% ST Accountancy Limited, 8 Clappentail Park, Lyme Regis, DT7 3NB

w: [www.englandtouch.org.uk](http://www.englandtouch.org.uk)

Instagram / Facebook / X: @englandtouch

LinkedIn: [www.linkedin.com/company/englandtouch](http://www.linkedin.com/company/englandtouch)



## TEAM OPERATIONS MANAGER - VOLUNTARY ROLE RECRUITMENT PACK

### Appendix - Performance Cycle Dates (2026)

Note: Team England may not attend all the competitions below (this will be decided by the Pathways & Performance Leadership Team, in discussion with the head coaches from each division).

Details are accurate as at January 2026, and where locations are known, they have been noted.

- Performance Squad training camps
  - Adult: Jan 24/25, Feb 21/22, Mar 14/15, June 06/07, July 04/05
  - Youth: Jan 10/11, Feb 07/08, Mar 07/08, Apr 11/12, May 23/24, July 12, Aug 01/02
- University Touch Championships: Feb 07 & 28, Mar 21 - Nottingham Riverside
- Performance in Touch Conference: March 21/22
- National Touch Series:
  - Mens & Womens: Apr 18/19, May 16/17
  - Mixed: May 30/31, June 13/14, June 27/28
  - Seniors & Masters: March 01 (Midlands), June 21 (North), Sep 19 (South)
- Nationals:
  - Opens: May 02/03/04 - Nottingham Highfields
  - Seniors & Masters: May 02/03 - Nottingham Highfields
  - Juniors: Aug 29/30 - Nottingham
- European Touch Championships:
  - Adult: Jul 20-26, Vichy, France
  - Youth: August 13-16, Warwick, England
- Other international tournaments:
  - Asia Pacific Opens Cup: likely Apr / May in Queensland, Australia
  - Asia Pacific Seniors Cup: likely October in Japan